**FAXCOM**®
Digital Fax. No Paper. No Toner.

## Outlook Web App (OWA) – Setup Faxcom Access

1. **Open OWA** by directing your browser, e.g. Internet Explorer, to https://mail.baltimorecountymd.gov

2. Right-click on your name in the folder list and select **add shared folder . . .**
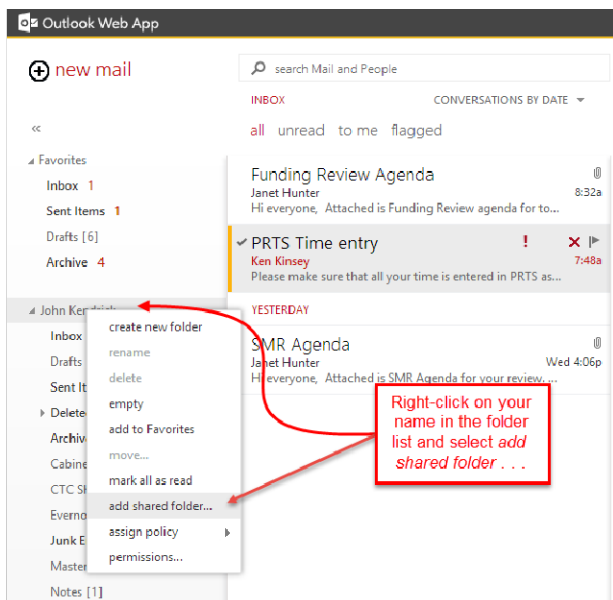


3. Enter the **name or email address of the Faxcom account** desired.
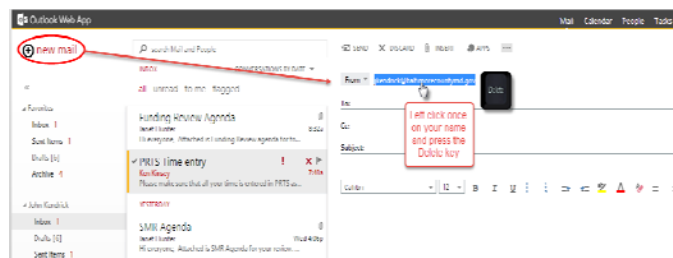
4. Click the **Add button**.



## OWA – Opening a Fax Message

1. Scroll to the bottom of the folder pane and **expand the fax folder desired** (click the disclosure triangle).

2. Click the **Inbox** folder.

3. **Click on the message** desired.

4. **Read the message** and **double-click on the attachment** (if any) to download the fax message.
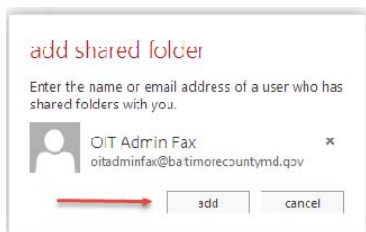
5. A File Download dialogue box will appear, click the **Open button** to open and read the attachment.
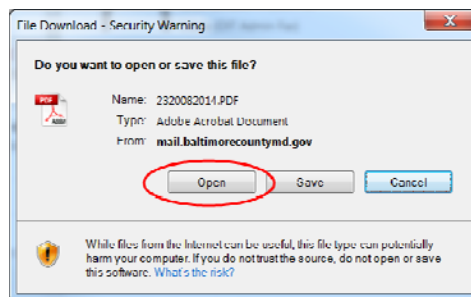


**Hint:** *For browsers other than Internet Explorer, you may see a download button at the bottom of the browser. Click on the button for an option to open the attachment.*

## OWA – Sending a Fax Message

1. Click the **new mail button**.

2. Click once on the **From address** and **press the Delete key** on your keyboard.

3. Type the name of the Faxcom account to be used to send the message.



**Hint:** *After entering the Faxcom account in the From area of the message the first time, the account name will be available in the future by simply clicking on the "From" button.*

4. Enter the following in the To: field for each fax recipient: **firstname.lastname.10digitfaxnumber@fax.baltimorecountymd.gov** *(see sample below)*
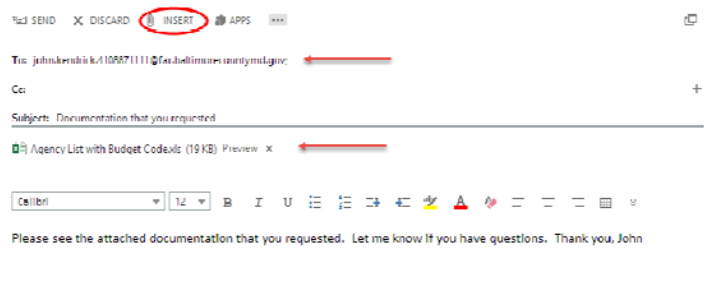
**Hint:** *Remember to separate each component part of the recipient entry with a period as shown. You must include a 1 before the 10 digit number for long distance.*

5. Add any attachments, e.g. scanned and saved documents by clicking the *Insert* **button**.

6. Enter an appropriate **subject and message content** as desired.

7. Click the *Send* **button**.

## Getting Help

To request a new Faxcom account, please direct your browser to http://bcnet.co.ba.md.us/agencies/infotech/faxcom/ for detailed instructions.

If you need more help, please contact the OIT Service Desk at 410-887-8200.